



Warren Computers  
409 Phelps Ave  
Littlefield, TX 79339  
806-385-0026

<p style="text-align: center;"><b>Managed Services for Lamb County (Hospital excluded)</b></p>
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Computer Systems Maintenance & Support provided to Lamb County by Benjamin J. Warren dba Warren Computers located at 407 Phelps Ave., Littlefield, TX 79339. Phone: 806-385-0026.

**Effective dates: October 1, 2023 through September 30, 2024**

**1. Monthly Remote Monitoring & Maintenance Support**

Monthly fee calculation on Service Agreement worksheet attached  
List of computer sites, number of included workstations/servers & contact information attached.

**2. Service Included:**

- a. Monthly Critical Updates (Microsoft/Third Party) installed upon acceptable roll-out period based on patch update feedback acquired from patch/testing websites and blogs.
- b. Daily System Checks on all included workstations & servers to include vulnerability and diagnostic checks.
- c. Monthly reports available for patches and remote support for all included workstations and servers.
- d. Remote support enabled for county management for included systems.
- e. Includes 8 regular hours of computer service per month.
  - i. Service is defined as work performed by Warren Computers personnel member(s) for installation, upgrade, administration, diagnostics and/or repair of personal computers, workstations, servers, network infrastructure, attached equipment and peripherals, excluding patch management, which is included in the monthly maintenance agreement.
  - ii. Service time for repair or system diagnosis will be billed in 30 minute increments per personnel member performing service.
  - iii. Billing time includes:
    1. on-site service at courthouse and county offices
    2. travel time to offices outside of Littlefield
    3. remote service support (including interactive remote support over the internet and telephone support)

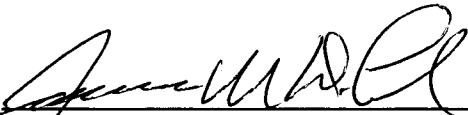
**3. After hours and holidays will be billed at \$125.00 per hour with 1 hour minimum.**

- i. Regular Hours will be 8:30 am to 5:00 pm – Monday through Friday on days that the courthouse is open.




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4. **Additional Regular On-Site Hours Billed at \$85 per hour after included service hours.**
5. **Shop service, if necessary, is billable in ½ hour increments. (Shop service might be needed to prevent overtime hour usage or in the event of problems that cannot be repaired on-site at the courthouse or county offices.)**
6. **Hardware, parts, cabling, and any other related equipment will be an additional charge.**
7. **Lamb County will not be responsible for taxes, retirement, insurance, or other employee costs included in this contract other than those specified.**

Signed:   
Judge James M. DeLoach

Date: 9/25/23

Signed:   
Benjamin Warren

Date: 9/25/23



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**Software Vendor Remote Monitoring & Management Agreement  
Lamb County  
2022 to 2023 Comparison**

1. Price worksheet has been updated to include the number of workstations, laptops and servers used by each department at the courthouse.
2. Workstation fee has been reduced to \$21.00 per month from \$22.00.
3. Server fee has been reduced to \$32.00 per month from \$33.00.
4. Antivirus has been updated from WebRoot to Sentinel 1 Complete EDR (Endpoint Detection & Response) at \$4.00 per month per device to better protect the enterprise from emerging cybersecurity threats and to allow for faster remediation in the event of threat detection.
5. 2018 billed Cloud storage volume (courthouse - 320GB, sheriff - 670 GB) has been updated to actual storage volume of 9000GB (9 TB) total.
6. Cloud Backup (Per GB) has been reduced to \$.06 per GB due to increased volume of data being stored on servers at courthouse and Sheriff's office. Secure off-site cloud data storage is used in combination with current Network Attached Storage devices at each location.
7. Added Pass-through (no markup) Backup client provider fees for each device with backup client installed. (6) @ \$18 per Server
8. Increased Monthly discount from 5% to 9.5%

Summary:

14 Workstation count increase (1 server count decrease)  
144 Count Added for Sentinel 1 Complete EDR (Antivirus)  
Increased total Cloud Data Storage from 990GB to 9000GB.  
Reduced Cloud Backup per GB cost from \$.25 to \$.06 per GB saving \$1710 per month.  
Added Pass-through Backup client fee (6 Servers)

2023 Monthly total increase from \$3,475.58 to \$4,164.81 (+\$689.23)  
2023 Annual total increase from \$41,706.90 to \$49,977.72  
2023 Annual Savings based on discounts and Service hours included is \$13,406.28.  
(Actual value \$63,384.00)



Warren Computers  
 Ben Warren, Owner  
 409 Phelps Ave.  
 Littlefield, TX 79339  
 806-385-0026  
 Warren.Computers.TX@gmail.com

## Remote Monitoring & Management Agreement

Annual Contract Pricing

Date: 10/1/2023

Customer: Lamb County

Address: 100 6th Dr

City, State, Zip: Littlefield, TX 79339

Phone: 806-385-4222

Complete IT Support & System Management  
 Included Monthly Service Hours: 8

**Fee Schedule**

Per Workstation Fee:	\$21.00
Per Server Fee:	\$32.00
Web Filter Fee:	\$2.00
Sentinel 1 Complete EDR:	\$4.00
Cloud Backup (Per GB):	\$0.06
Server Backup Client Vendor Fee:	\$18.00
Workstation Backup Client Vendor Fee:	\$2.50

Location	Office	# Workstation(s)	# Laptop(s)	# Server(s)	Cloud Backup Storage	Total
<b>Courthouse</b>				2		\$ 64.00
	Adult Probation	5	2			\$ 147.00
	Auditor	3	1			\$ 84.00
	County Clerk	9	2	1		\$ 263.00
	County Judge	4	2			\$ 126.00
	District Attorney	3	1			\$ 84.00
	District Clerk	5	2			\$ 147.00
	District Judge	5				\$ 105.00
	JP 3	2	1			\$ 63.00
	Juvenile Probation	1	4			\$ 105.00
	Maintenance	1				\$ 21.00
	Tax Assessor	3	1			\$ 84.00
	Treasurer	3	1			\$ 84.00
<b>Sheriff</b>		24	9	3		\$ 789.00
<b>Lamb Co Library</b>		12				\$ 252.00
<b>Olton Library</b>		10	2			\$ 252.00
<b>Family Resource Center</b>		5	8			\$ 273.00
	JP1	1	1			\$ 42.00
	JP2	1	1			\$ 42.00
	JP4	1	1			\$ 42.00
	Precinct 3		1			\$ 21.00
		<b>Monthly RMM Total:</b>				<b>\$ 3,090.00</b>
		<b>Annual RMM Total:</b>				<b>\$ 37,080.00</b>
<b>Courthouse Backup</b>				3	4500	\$ 324.00
<b>Sheriff Backup</b>				3	4500	\$ 324.00
<b>Sentinel 1 Complete EDR</b>		98	40	6		\$ 576.00
<b>Web Filter (ALL)</b>		98	40	6		\$ 288.00
		Tax				\$ -
		<b>Add-on Total:</b>				<b>\$ 1,512.00</b>
		<b>Total:</b>				<b>\$ 4,602.00</b>

Discount:	-9.50%	(\$437.19)
Monthly Total:		\$ 4,164.81
Annual Total:		\$ 49,977.72